

[REDACTED]
[REDACTED]
Fuquay Varina, NC [REDACTED]

2024 December 2

NHTSA Headquarters
1200 New Jersey Avenue SE.
West Building
Washington, DC 20590

Re: 2024 Honda Pilot AWD Elite - Unsafe in Operation

To the Authority having Jurisdiction

I report that the subject 2024 Honda Pilot AWD Elite, and possibly other same or recent model year Honda Pilot AWD is/are unsafe in operation, exhibiting the following dangerous operating characteristics:

- Hesitation to accelerate
- Failure to promptly respond to demand for acceleration from rolling start
- Sluggish acceleration from stop

Defective operation manifests in both Drive and S including every operable gear available in sequential selection via "paddle shifting", and in every combination with all seven (7) drive modes [Sport, Normal, Econ, Snow, Trail, Sand, Tow), and with Auto Idle Stop activated or de-activated. The greatest danger is experienced with the engine running, fully stopped at a stop sign, making a left turn to enter cross traffic.

Vehicle hesitates dangerously before gaining speed when accelerating from a stop. Demand response to increased throttle is so poor as to be hazardous.. Drivers with little experience are at risk of collision with injury because of this defect.

This is the 12th Honda purchased for our family, and the only one of our Hondas with a safety defect. I have taken these complaints to the dealer twice, most recently October 18, 2024, without resolution. Subject Vehicle details noted below:

2024 Pilot Elite AWD. Purchased 2023 September 29. Autopark Honda, Cary, NC 27511
VIN: 5FNYG1H80RB [REDACTED]
Engine: J34Y8 2010162 (R6FB A15 00)
Trans: PFDC 2007850 RF6D AA0 2992 B6FD A000

Sincerely,

[REDACTED]

enclosures (2): Copy of November 13, 2024 email reply from [REDACTED] to Honda email
Copy of October 18, 2024 letter from [REDACTED] to Honda

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copy of November 13, 2024 email from [REDACTED] in reply to email from Honda - with no subsequent email from Honda in response

Subject: Re: More Information Needed: Case [REDACTED]
From: [REDACTED]
Date: 11/13/24, 6:58 PM
To: Honda Customer Service <acs@ahm.honda.com>

Hello Honda,

Please correspond via email to explain "More Information Needed: Case [REDACTED]"

Thank you
[REDACTED]

On 11/13/24 6:14 PM, Honda Customer Service wrote:

[REDACTED],

Thank you for contacting American Honda Motor Co., Inc. regarding your request on your 2024 Honda PILOT, VIN: 5FNYG1H80RB [REDACTED]

We would like to speak with you regarding your request; however, we have been unable to reach you. If we do not receive a response from you within 5 days from the date of this email, this matter will be closed pending further contact from you.

Please contact us back at 800-999-1009 and enter Case Number [REDACTED] when prompted to do so. Our hours of operation are 6:00 AM to 5:00 PM Pacific Time.

We appreciate the opportunity to speak with you regarding your request and look forward to hearing from you.

Sincerely,

American Honda Motor Co., Inc.

Case # [REDACTED]

ref [REDACTED] f

Re: More Information Needed: Case [REDACTED]

*copy of letter sent to Honda 2024 October 18 - with
no subsequent letter from Honda in response*

[REDACTED]
Fuquay Varina, NC [REDACTED]

2024 October 18

American Honda Motor Co., Inc.
Honda Automobile Customer Service
Mail Stop CH1-5
1919 Torrance Blvd.
Torrance, CA 90501-2746

2024 Pilot Elite AWD. Purchased 2023 September 29. Autopark Honda, Cary, NC 27511
VIN: 5FNYG1H80RB [REDACTED]
Engine: J34Y8 2010162 (R6FB A15 00)
Trans: PFDC 2007850 RF6D AA0 2992 B6FD A000
Mileage: 8997

Complaints: Dangerous hesitation to accelerate
Failure to promptly respond to demand for acceleration from rolling start
Sluggish acceleration from stop

Scenario: Stopped, engine running, entering cross traffic

Vehicle hesitates dangerously before gaining speed when accelerating from a stop. Demand response to increased throttle is abysmally poor, unacceptable. Drivers with little experience are at risk of collision with injury because of defects associated with these complaints.

This is the 12th Honda purchased for our family, and the only one of our Hondas with a safety defect. I have taken these complaints to the dealer twice, most recently today, without resolution. Now I am writing American Honda. If Honda fails to resolve, I intend to escalate.

Sincerely,

COPY

[REDACTED]

12/20/24

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PRESS FIRMLY TO SEAL

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- ** See International Mail Manual

Department of Transportation

Building: DOT
Mailstop: 4 West
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Sender:

DOT 12/5/2024 1:39:24 PM

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SHIP TO: SAFETY PROBLEM REPORT
NHTSA HEADQUARTERS
1200 NEW JERSEY AVENUE SE WEST
BUILDING
WASHINGTON DC 20590-0001

USPS TRACKING #

[REDACTED TRACKING NUMBER]

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